

**LEGAL ASSISTANCE FOUNDATION
OF METROPOLITAN CHICAGO
DISASTER RECOVERY PLAN**

**Developed in accordance with
Legal Services Corporation Regulation/Circular/Letter No. (SR***)
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**LEGAL ASSISTANCE FOUNDATION
OF METROPOLITAN CHICAGO
DISASTER RECOVERY PLAN**

Introduction

It is the duty of every Legal Assistance Foundation (LAF) employee to

- Be familiar with this disaster plan and any applicable local office evacuation plan, and his or her duties with respect to those plans;
- Participate in all fire drills, practice sessions and emergency evacuation drills;
- Attend all emergency training classes when assigned; and
- Learn the location of and how to operate fire alarm systems, fire extinguishing equipment and any other emergency notification systems in his/her office.

Disaster Recovery Plan

I. Definition of Disaster: A disaster is any event that substantially impedes one or more of LAF's offices or projects from delivering services to our clients for more than twenty-four hours.

II. Emergency Disaster Committee

A. LAF has an Emergency Disaster Committee (EDC) consisting of the following members:

1. Executive Director
2. Administrator or designee
3. Deputy Director - Special Projects
4. Deputy Director - Intake Offices
5. MIS Director
6. Union Representative
7. Controller

B. The function of the EDC is set forth throughout this document.

C. The EDC will meet annually to consider and implement any necessary amendments to this plan.

III. Local Office Emergency Committee

A. Each LAF intake office shall have a Local Office Emergency Committee (LOEC) consisting of the following members:

1. Supervisory Attorney(s)
 2. Office Manager
 3. Union Steward
- B. The function of the LOEC is outlined in the sections below, including Section IV. D.
- C. Each year the LOEC of each office will meet with staff of that office to review this plan and the emergency plan for that office with staff.
- IV. Steps in preparation for a disaster.
- A. Within three months of this plan's approval by the LAF board of directors, the EDC shall:
1. Meet and develop an Emergency Action Plan (See Exhibit A) for the General Office. In addition to members of the EDC, the General Office-Office Director will participate in the development of this plan for the General Office.
 2. Ensure that each LAF office has its own Emergency Action Plan consistent with the outline set forth in Exhibit A.
- B. Within six months of this plan's approval by the LAF board of directors, the EDC shall ensure that the MIS Department has a plan in place that includes:
1. An inventory of all technology equipment.
 2. An inventory of all software.
 3. A network diagram.
 4. Documentation of current computer and server configurations.
 5. Documentation of backup procedures.
 6. Data restoration instructions.
 7. Vendor contact information.
 8. Contact information for web hosting.
 9. Contact information for email failover provider.
 10. A list of all administrative passwords.
 11. Procedure for programming telephones to forward calls, if necessary.
 12. Plan for remote access to LAF information including client management, email, and word processing.
 13. Procedure for updating website from off-site.
 14. Procedure for ensuring alternate email access.
- C. Critical Document Preservation: Within three months of this plan's approval, the Administrator/Executive Director/Comptroller shall ensure that the members of the Emergency Disaster Committee know where the following documents are located, and develop plans for off-site storage of the following documents:

- a. IRS Determination Letter.
- b. IRS Form 1023.
- c. Current and previous Form 990.
- d. Financial statements (if not part of the computer system and regularly backed up.)
- e. EIN#
- f. ER#
- g. Bylaws
- h. Mission Statement
- i. Corporate Seal
- j. Blank Checks
- k. Software Passwords
- l. Donor Records
- m. Vendor Records
- n. Volunteer Records
- o. Employee Information:
 - (1) names
 - (2) home addresses
 - (3) phone numbers
 - (4) alternate email
 - (5) emergency contacts
 - (6) I-9
 - (7) Payroll records
- p. Office Leases.
- q. Insurance documents (general liability, directors/officers liability, health insurance, unemployment insurance, workers' compensation, disability, life, dental, retirement plan), including:
 - (1) Company name
 - (2) Policy Number
 - (3) Representative phone and email
 - (4) Broker phone and email
- r. Financial institution
 - (1) Name(s):
 - (2) Account numbers
 - (3) Branch representatives
 - (4) Phone/fax/email
- s. Investment
 - (1) Name(s):
 - (2) Account numbers
 - (3) Branch representative
 - (4) Phone/fax/email
- t. List of who is authorized to make transfers,
- u. List of who is authorized to sign checks

D. The Local Office Emergency Committee (LOEC) of each LAF office shall, within

three months of this plan's approval, develop a disaster plan with the following elements:

1. Names of the LOEC members for that office, consisting of the Supervisory Attorney(s), Office Manager and Union Steward, whose responsibilities include:
 - a. Development of an evacuation plan.
 - b. Guidelines for determining whether evacuation is necessary.
 - c. Dissemination of evacuation plan to staff.
 - d. Plan for short-term space, in the event of a disaster which necessitates closing the local office.
 - e. Plans for responding to the following (See template attached as Exhibit A):
 - (1) Fire
 - (2) Flood
 - (3) Workplace Violence
 - (4) Tornado/Severe Storm
 - (5) Power Failure
 - (6) Medical Emergency
 - (7) Hazardous Material Incident
 - (8) Earthquake
 - (9) Civil Unrest
 - (10) Bomb Threat
 - (11) Assistance for Disabled Persons in a Disaster
2. Development and plan for updating of a phone tree by which local office staff will be able to communicate with each other. (Exhibit B.)

V. Declaration of Disaster

When an event occurs which may be a disaster, any member of the EDC may contact the other members of the EDC to meet, either by phone, in-person or by other means to take the following steps:

- A. Determine whether a disaster has occurred.
- B. In the event that a disaster has occurred, to declare that a disaster has occurred and to take steps to respond to disaster, including those outlined in this plan.

VI. Immediate Response to A Disaster.

- A. Once it determines that a disaster has occurred, the EDC shall determine:
 1. The nature of the disaster;
 2. Who needs to be informed about the disaster;

3. The steps any LOEC needs to take to respond to the disaster, and
 4. What personnel or outside resources are necessary to respond to, or resolve, the immediate effects of the disaster.
- B. Inform Staff. The EDC shall take steps to inform LAF staff of the disaster and of the immediate steps to be taken in response to the disaster. Such communication may be done by:
1. Telephone
 2. Email (work or personal)
 3. Website
 4. Other
- C. Development of protocol for communicating with clients about the disaster. The Emergency Disaster Committee shall determine:
1. Which clients, if any, need to be informed of the disaster, including which clients need to be informed immediately of the disaster because of pending court dates or other obligations impacted by the disaster.
 2. What to tell current clients and potential new clients.
 3. How clients and potential new clients will be informed, including media contact, if necessary.
 4. How to get phone numbers/addresses to staff so that clients can be informed.
- D. The EDC shall assign tasks to staff to accomplish the goals outlined in the protocol for communicating with clients outlined above.
- E. The EDC shall develop a short-term response to the disaster (e.g., temporary office space, alternate voice mail, utilization of home offices).
- F. The EDC shall act as the Local Office Emergency Committee (LOEC) for the General Office.
- G. The EDC shall respond to local office plans after any LOEC meets, assesses needs, and develops a plan for its office's response to a disaster.

VII. Recovering from Disaster (24-48 Hours)

- A. **Contact with Agencies.** The Emergency Disaster Committee (EDC) shall assign appropriate persons (including the LOEC) to maintain contact with relevant agencies such as building management, fire department, building department, insurance agent, etc. to determine when re-entry onto the property is possible. The EDC will determine and report to the staff when re-entry into the building is appropriate.

- B. **Re-entry into LAF Facilities.** When re-entry is possible into an office or offices, specified members of the EDC shall assess whether the property is safe for staff to use and what equipment, hardware, software, client files, individual work areas, etc. are salvageable and/or what needs to be purchased or leased. Re-entry onto the property will not be permitted until it is declared safe to do so by someone with executive authority, or by the local fire/law enforcement officials. The LOEC will report the status of these issues (at the local office level) to the EDC.

After the emergency subsides, the EDC will ensure that all staff are told to contact their office manager or managing attorney in order to advise them of their status and to receive instruction about returning to their office. If possible, employees should be allowed to use remote access to their computers in order to resume work.

- C. **Media Contact.** The EDC will establish and maintain contact with the media to inform clients and staff of the recovery status. The EDC will develop a sample press release to be used for informing the media of recovery status.
- D. **Damage Assessment.** The EDC will conduct a damage assessment to determine the damage done to LAF equipment, files, and infrastructure.

Temporary and permanent disruptions of services require different actions regarding equipment (e.g., phones, computers, alternate work sites, etc.). The EDC needs to assess whether the interruption will be permanent or temporary, and plan accordingly.

- E. **Critical Notifications.** The EDC will develop a list of agencies and persons who will be notified of the disaster and recovery status, and will inform such agencies and persons of such accordingly. These agencies and persons shall include those affected by LAF operations including, but not limited to:

1. Vendors
2. Telecommunications companies and Internet Service Providers:
3. Payroll processing
4. Off-site storage
5. Courts
6. Other legal aid organizations and bar associations

- F. **Employee Briefing.** The EDC in conjunction with the Office Administrator, will develop and implement a plan for providing employees with regular updates regarding recovery status.
- G. **Existing Client Appointments.** The LOEC will ensure that all known appointments and commitments are cancelled to the extent possible. Signs on the

doors should say “closed due to _____” and voicemail greetings should be programmed with appropriate messages if possible. The LOEC will also determine whether it is appropriate to contact media outlets to distribute information concerning office status.

H. **Recovery Time Objectives.** The EDC or its designee (including the LOEC) shall accomplish the following goals, in the order listed here, as expeditiously as possible given the disaster.

1. Prioritize critical business functions.
2. If an LAF office or offices will be unavailable for more than a short period of time, establish alternate work site(s) and ensure that telephone access is available; set up work areas for employees, including confidential space for client meetings, work stations with computers and phones, copy machines, postage meters, office supplies, etc.
3. Test all systems necessary for LAF business.
4. Once alternate work sites have been established, notify employees of alternate work areas assignments.
5. Notify clients, courts, administrative agencies, and vendors of alternate office locations.
6. Resume business.
7. Outline plan for restoring original work site or locating a replacement site.
8. Outline plan for moving staff from alternate work site(s) back to original site(s) or to replacement site(s).

VIII. **Organizational Continuity:** Whenever possible, the EDC shall take into account the following objectives to maintain organizational continuity.

- A. Consider strategies to accomplish goals of the Disaster Plan efficiently, e.g., when an LAF office or work site is unlikely to be usable in the future, and alternative work sites must be established, try to establish alternative work sites at locations which might be suitable to use as long-term replacement sites.
- B. Once the initial emergency has been resolved, schedule a debriefing meeting for staff to discuss the disaster, recovery from the disaster, etc.
- C. Meet with staff in various departments or offices to plan moves back to original or

replacement sites.

- D. Move departments or offices individually, so that other departments and offices can maintain services during a move.
- E. The EDC will, following any disaster, consider ways to provide resources to address any traumatic stress suffered by staff in connection with the disaster.
- F. Keep staff informed about alternate work sites, the return of departments/offices to original or replacement sites, etc., with regular emails/memos/newsletters.

IX. Legal Outreach to Victims of Disaster

- A. Maintain Client Contact. In the event of any of the above types of disasters, the EDC or its designee shall take the following steps to provide legal services to victims of a disaster, in accordance with the type of disaster that has occurred.
- B. Ensure sure current and potential clients can contact LAF by taking the following steps.
 - 1. Ensure that LAF website, phone lines and hotlines have accurate information concerning status of LAF operations.
 - 2. Contact CARPLS, ISBA and CBA (if available) so they are aware of our operating location(s) and can provide information to clients seeking their displaced attorneys (include info. re: our website and hotline).
 - 3. Post flyers, if possible, on doors of local (and closed) LAF offices (including info. re: website and hotline).
 - 4. Issue press release regarding our operating location(s).
 - 5. Prepare materials that can be easily distributed to current and potential clients, and community organizations who also serve our clientele (e.g., those organizations that often refer clients to us) regarding:
 - a. Landlord-Tenant issues (e.g., legal rights regarding landlord-tenant rights and responsibilities when a particular type of disaster has occurred.)
 - b. Public benefits (e.g., information regarding how to obtain emergency funds)

- c. FEMA-related documents.
- 6. Contact other community organizations that serve the same clients as LAF in order to:
 - a. Keep lines of communication open
 - b. Share information
 - c. Become more efficient at meeting needs of our (collective) clients
- 7. In the event of terrorism, the EDC will, in addition to the previous steps, also ensure that LAF posts any government-issued security announcements

C. Meeting Clients' Needs

Priorities Committee shall meet to discuss how cases should be prioritized in light of disaster. (E.g., Should LAF stop taking divorces but still take orders of protection? Should LAF increase consideration of all public benefits cases?)

X. Maintaining Service To Current And Potential Clients

- A. While developing a plan for responding to client needs in response to a disaster, the EDC shall consider the type of disaster to determine:
 - 1. Distribution of staff resources
 - 2. Changes to funding brought about by a disaster.
 - 3. Impact of disaster on LAF office locations.
- B. Disaster affecting more than one LAF office. In event of a disaster that affects much or all of Cook County and more than one LAF offices, the EDC will take the following steps:
 - 1. Assess Damage. The LOEC of any affected office shall determine and report to EDC the following:
 - a. What staff, if any, have been impacted by disaster;
 - b. Whether its office can remain open;
 - c. The status of data retention; and

- d. Local court/administrative agency operations.
 - 2. The EDC will inform the public as to where LAF is operating through methods including, but not limited to the following:
 - a. Press release
 - b. Contacting the ISBA and CBA
 - c. Post flyers, if possible, at non-functioning LAF offices directing clients to appropriate location
 - d. Contact other community service providers and community leaders.
 - 3. The EDC will establish a case-handler protocol for maintaining current case work which will include procedures for:
 - a. Open cases in litigation.
 - b. Cases which are opened and under investigation.
 - c. Potential cases resulting from current crisis - letters (along with pamphlets) should be mailed to as many former clients as possible regarding how clients may be eligible for certain services, funds, etc., as a result of crisis
 - 4. The EDC will establish a process for client registration via available methodologies.
 - 5. The EDC will establish a process to implement priorities as developed by Priorities Committee
 - 6. The EDC will ensure that LAF offices post any government-issued security announcements applicable to our clients or staff.
 - 7. The EDC may request any LOEC to take any of the steps set forth below in paragraph VIII. B.
 - 8. The EDC will take other steps as appropriate to the disaster.
- C. Disaster affecting only one LAF office. In the event of a disaster that affects only one LAF office, the LOEC shall take steps including, but not limited to the following:

1. The LOEC shall complete report to the EDC assessing the total damage in the local office including:
 - a. Lost data
 - b. Physical damage
 - c. Whether office need to be closed (temporarily or permanently)
2. The LOEC shall work to take the following steps if deemed necessary by the EDC:
 - a. Establish operations in an alternate site
 - b. Re-locate attorneys
 - c. Post information at location directing clients who are seeking displaced attorneys
 - d. Post information directing new clients to nearest LAF office
 - e. Send letters to current clients informing them of status of office location, contact information and attorney assignment.

**EMERGENCY ACTION PLAN
LOCAL OFFICE TEMPLATES
EXHIBIT A**

LOCAL OFFICE EMERGENCY ACTION PLAN

The purpose of this emergency action plan is to anticipate, to the extent possible, the appropriate immediate response to various types of emergency situations, and to provide for protection for staff and clients in the event of such emergencies.

The following pages detail the organizational structure of our plan and outline measures to be taken in the event of an emergency.

Your conduct and action during the first few minutes of any emergency may not only save your life, but the lives of your fellow workers.

GENERAL INFORMATION FOR ALL EMERGENCIES

Critical Telephone Calls

If the facility is to be evacuated for any reason, the Local Office Emergency Committee shall make the final calls to:

1. Fire and/or Police Department.
2. Building Security/Building Management
3. LAF Administrator, Executive Director, or Executive Assistant and MIS.

Upon order of the Coordinators or other person(s) in charge to totally evacuate the facility, the following action will be taken:

1. Initiate evacuation plan.
2. Priority of evacuation may be necessity if there are disabled/handicapped employees or clients.
3. Materials and supplies to be evacuated:
 - a) First Aid Kits
 - b) Staff Roster

Office Coordinators will:

1. Coordinate the Emergency Evacuation Plan throughout their facility.
2. Make certain the Emergency Evacuation Plan is familiar to all staff and that all new employees have been oriented.
3. Schedule Emergency Evacuation reviews as necessary.
4. Arrange with the Building Management to execute fire drills within the facility.
5. Report any deficiencies noted during the fire drill.
6. Correct any deficiencies noted during the fire drill.
7. See that all staff participate in fire drills.

It is the duty of every employee to:

1. Be completely familiar with the Emergency Evacuation Plan and his or her duties and responsibilities in the program.
2. Participate in all fire drills.
3. Learn the location of and how to operate fire alarm systems and all fire extinguishing equipment.

In the event staff is required to evacuate, the Coordinator will request **ALL** staff to evacuate. Please try to follow instructions whenever possible, try to avoid panicking, and cooperate with those responding to the emergency.

If time permits, turn off all computers, office equipment, fans, radios, etc., and close desk drawers. **DO NOT DELAY YOUR EXIT FROM THE BUILDING BY STOPPING, OR RETURNING TO YOUR WORKSPACE TO LOOK FOR PERSONAL BELONGINGS OR OTHER PEOPLE.** Coordinator will make sure everyone is out of the building; if they are unable to do so, the building or emergency personnel will.

Proceed to the nearest designated exit, as informed by the Coordinator.

DO NOT RE-ENTER THE BUILDING UNTIL INSTRUCTED TO DO SO BY THE Coordinator OR BUILDING PERSONNEL.

LOCAL OFFICE EMERGENCY COMMITTEE

The Local Office Emergency Committee, composed of Coordinator _____
_____ Deputy Coordinator _____ Assistant Deputy _____
_____ and team of _____.

Coordinators have been designated to perform specific tasks in the event of an emergency. It is important for all occupants to be familiar with these key personnel and follow their direction in a timely and organized manner. All must recognize the need to voluntarily accept emergency instructions given to them by the Coordinators in order to insure a safe and orderly response to any emergency situation.

EMERGENCY RESPONSIBILITIES OF LOCAL OFFICE EMERGENCY COMMITTEE (LOEC)

- * Ensure that 911 has been called.
- * Put into effect the Emergency Procedures: start evacuation or relocation procedures.
- * Act as a liaison between the Building Management and your office.
- * Meet with the management to provide information about the emergency (status of relocation or evacuation; location of fire, smoke, etc; location of trapped or disabled persons in need of evacuation and all necessary emergency equipment (building keys, floor plans, etc).

NON-EMERGENCY RESPONSIBILITIES OF LOEC

- * Ensure that a program of regular inspections, maintenance, testing and re-certification of all fire and life safety equipment is developed and implemented.
- * Implement a general program of fire prevention, including fire drills.
- * Assure that Floor Coordinators are assigned and calling periodic meetings of these personnel to provide information and training about emergency procedures, including evacuation and relocation, emergency care and evacuation of the disabled, and fire prevention.

Coordinators

Coordinators provide a critical link between building occupants and safety personnel. Coordinators are responsible for a specific physical area and are charged with recruiting fellow employees for special assignments in managing an emergency. Coordinators have the following emergency and non-emergency responsibilities:

- Knowing the physical layout of adjacent floors as well as the layout of their own floor.
 - Knowing the locations of the nearest stairway and alternate stairwell exists, and the direct routes to each.
 - Knowing the location and condition and how to operate the nearest fire extinguishers.
 - Knowing emergency telephone numbers and procedures.
 - Instructing co-workers in various emergency roles: recruiting and training member of the Emergency Response Team.
 - Ensuring that new employees have a copy of this Emergency Procedures Manual.
 - Knowing how to assume control, maintain calm, and prevent panic in the event of an emergency.
 - Communicating information to building occupants during and after an emergency.
 - Preparing and practicing an emergency evacuation /relocation plan for the office.
 - Identifying Safe zones.
 - Knowing the names and work locations of occupants who may have physical difficulty in evacuating the building, and assigning a fellow employee to assist those individuals during an emergency; advising safety personnel of the location of any disabled personnel.
- * Advise Building and Safety Personnel, LAF Administrator or Executive Assistant of adverse office conditions.
- * Maintain a store of emergency equipment and provisions, including a First Aid kit, flashlights and batteries.

INTAKE OFFICE

GENERAL EVACUATION & RELOCATION PROCEDURES

It is Imperative to practice an office evacuation plan before an emergency occurs. In the event that a fire alarm or an announcement identifies an emergency situation within the building or floor that requires evacuation, please follow the following procedures:

EMPLOYEE

Remain calm and orderly. Walk quickly but do not run. Follow the instructions of the Floor Coordinators.

COORDINATORS/DEPUTY/ASSISTANT

1. Move building occupants to the closest stairwell. Coordinate efforts of all Emergency Response Team members and ensure complete evacuation.
2. Help any person needing assistance to move to the Safe zone, if possible. If the individual is unable to leave the office/building, stay with the individual and send another person to inform Safety Personnel of the situation. A firefighter will assist in evacuating the individual.
3. **DO NOT USE THE ELEVATORS.** Evacuate the building using the emergency routes. Go to your assigned relocation site. Check in with your Coordinator.
4. Immediately report to Security or Safety Personnel the location and condition of any individuals who could not be evacuated/relocated.
5. Call the Administrator or Executive Assistant and Office Manager.

INTAKE OFFICE EMERGENCY DOCUMENTATION

1. Emergency Phone Numbers:

Fire: 911

Police: 911

Ambulance/Paramedics: 911

Building Security: _____

Management Office: _____

LAF Administrator: (312) 347-8334

LAF Executive Assistant: (312) 347-8345

LAF MIS: (312) 347-8380

2. Floor Plan with Evacuation Route (attach)

3. Locate Fire Alarms & Smoke Detectors (attach)

4. Elevator Recall and Emergency Service: - N/A

5. Stairwell Location: See Evacuation Route

6. Emergency Lighting Location: Flashlight in OM Office

7. Fire Extinguishers' Locations:
1. _____
 2. _____
 3. _____
 4. _____
 5. _____

8. Emergency Generator and Lighting Location: N/A

9. Coordinators
(List Names)
1. _____
 2. _____
 3. _____

10. Local Office Emergency Team (Name and Contact Numbers: Office/Home/Cell/Email)

Name	Office Phone	Home Phone	Cell Phone	Non LAF email

11. Other Emergency Responders (as needed or required by local office.)

a Floor Monitor: _____

b. Elevator Monitor: _____ N/A _____

c Disabled Person Monitor: _____

d. Stair Monitor: _____ N/A _____

e. Refuge Area Monitor: _____

INTAKE OFFICE EMERGENCY PROCEDURES OUTLINE

<p style="text-align: center;"><u>FIRE</u></p> <ul style="list-style-type: none"> * If you discover a fire of any size, <u>activate the nearest fire alarm pull station(located ____).</u> Dial 911 to report the exact location and type of fire. * If safe to do so, call Security at _____ to advise them of the location/severity of the fire. Warn others in the immediate area. * Always evacuate using stairwells only. <u>Do not use the elevators.</u> Go to your assigned relocation site, located at _____. Injured or disabled persons should wait in the Safe zones (____) for assistance. * Use an extinguisher <u>only</u> if the fire is small and it is safe to do so. * Call the Administrator. * Check in with your Floor Coordinator at the relocation site. 	<p style="text-align: center;"><u>MEDICAL EMERGENCY</u></p> <ul style="list-style-type: none"> * Dial 911 - Give street address, floor, room number and type of emergency. * Call _____ - Inform Security of situation and exact location. <p style="text-align: center;">For Cardiac Arrest (or possible heart attack/unconsciousness)</p> <ul style="list-style-type: none"> * Request Security to deliver the defibrillator to the location. * Instruct a co-worker to find a trained CPR-AED rescuer. * Call Building Management _____. * Call Administrator * Stay with the patient - do <u>not</u> move them. 	<p style="text-align: center;"><u>EARTHQUAKE</u></p> <ul style="list-style-type: none"> * Duck, Cover and Hold in place until the shaking stops. * Face away from windows and stay clear of falling objects. * Stay inside! Do <u>not</u> evacuate unless directed to do so. * Do not use the stairs until instructed that it is safe to do so. * Once the earthquake has stopped, survey your area. Report all injuries and damage to Security. * Call the Administrator. * Be prepared for aftershocks. <p>Follow directions given by your Floor Coordinator.</p>
<p style="text-align: center;"><u>WORKPLACE VIOLENCE</u></p> <ul style="list-style-type: none"> * If a person's behavior becomes inappropriate or violent, leave the area if possible and notify the Office Manager or your supervisor. If you feel you are in imminent danger, dial 911. * Trust your instincts. Try to create physical space between you and any threatening person. * Suspicious person should be reported to Security at _____. Security will notify the police if necessary * Notify Administrator. 	<p style="text-align: center;"><u>CIVIL UNREST/TERRORISM</u></p> <ul style="list-style-type: none"> * In the event of civil unrest or a terrorism incident, you will be notified via the Building Security. Follow instructions. * You will be advised as to the nature of the situation, and whether to evacuate or if it is unsafe to leave the building. * Notify Administrator. 	<p style="text-align: center;"><u>BOMB THREATS</u></p> <p>Ask caller the following questions:</p> <ul style="list-style-type: none"> * When will it explode? * Where/what type of device? * What does it look like? * What is your name? * Check caller ID for phone #. * Note caller's voice/sounds. * Notify Security at _____. * Notify Administrator. <p>Notify Security of any unusual items in your area - do not touch them.</p>
<p>BUILDING SECURITY:</p>	<p>ADMINISTRATOR: <u>312 347-8334</u></p>	

EMERGENCY ASSISTANCE FOR THE DISABLED

WHEN RESPONDING TO ASSIST a person with a disability or physical condition, identify yourself and your purpose for being there. Allow the individual the opportunity to know where you are and who you are, before you continue. Describe your actions both before and as you assist them. During an evacuation follow these procedures:

- Coordinators will assist in relocating persons needing assistance to a safe zone.
- Never attempt to evacuate a person in a wheelchair down a stairway. Move the person while in the wheelchair to an safe zone, if possible. The Coordinator must immediately notify Building Management or Office personnel of the person's location, so they may be evacuated.
- A service animal must be evacuated together with the owner.
- Provide verbal instructions and information for people with impaired vision.
- Turn lights off and on to attract the attention of people with hearing limitations.
(NOTE: After an earthquake, do not turn any switches on or off until you are sure there is not gas leak).
- Keep a calm demeanor. A demand for immediate action can cause insecurity and fear. Keep your focus and concentrate. Be patient. Speak clearly and directly about the emergency.
- Uncertainty and lack of control inherent to emergency situations can be very disorienting. Isolate individuals who are panicking and deal with them in simple, firm, and clear language.

Specific Disaster Responses
(Each Office to Develop Its Own Version for Each Situation)

EARTHQUAKE

DURING AN EARTHQUAKE

EMPLOYEE

1. Try to remain calm and reassure others.
2. **DROP, COVER, AND HOLD ON!** Staff should take shelter under a sturdy table or equipment during an earthquake and remain there until all shaking has ceased. If not possible, stand in an interior doorway or in the corner of a room. Watch out for falling debris or the toppling of tall furniture. Stay away from windows and heavy objects (such as refrigerators and machinery) that may topple or slide across the floor.
3. Do not dash for exits, as stairways may be broken. Power for elevators may fail, ceasing operation. Seek safety where you are at the time of the incident and if necessary, proceed with evacuation.
4. The electricity may go out, elevator, fire and burglar alarms or sprinkler systems may activate. Expect to hear noise from breaking glass, cracks in walls, and falling objects.
5. Beware of aftershocks following the main shock. Aftershocks can cause damage or collapse of structures that were already weakened by the main earthquake.
6. Do not light matches, or use any open flames, or turn on electrical switches or appliances until you are certain there are no gas leaks.
7. If you are outdoors, try to get into an open area, away from buildings, and power lines.

AFTER AN EARTHQUAKE

Coordinators

1. Call the Fire Department only in the case of a fire 911.
Extinguish small fires if possible.
2. Check for injuries.
3. Give first aid as needed. Remember, after an earthquake utilities, police and fire agencies may not be readily available.
4. The nearest hospital for treatment is - (refer to Exhibit C- Office Hospital List)
5. Notify the Administrator, Executive Assistant, Office Manager, and MIS.
6. Have damage or potentially damaged utilities shut off at the main controls. Shut off electricity if there is any chance of damage to wiring.
7. Evacuate as necessary. Coordinators shall be responsible for seeing that employees are evacuated to a safe area outside the building and clear of overhead electrical lines, utility posts, block walls, etc., which might fall during after shocks. Floor Coordinators are cautioned to be alert for fallen high tension lines which may be touching metal objects on the ground.
8. If you are outdoors, try to get into an open area, away from buildings.

*** HOSPITALS (REFER TO OFFICE HOSPITAL LIST)**

BOMB THREAT

- **Types**

- *Telephone - threat of bomb in building*
- *Mail - threat of package or suspicious object received in the mail.*
- Suspicious object.

- **Sources_____**

- Client
- Applicant who was denied legal assistance.
- Disgruntled or former employee.
- Family member or friend of an employee.
- Anonymous.
- Disgruntled member of the public.
- Someone who is unhappy with some aspect of the legal process and takes it out on the Society.

- **Package/Letter /Bomb Indicators**

- unusual or unexpected point of origin.
- unusually restrictive markings (“personal”, “to be opened only by ..”, “fragile”, “rush”, “do not delay delivery”)
- excessive weight/thickness for a size of envelope or package.
- cut and paste lettering or improvised labels.
- strange odors.
- feel of springiness, metallic components, or rigidity in letters.
- oily or greasy stains on packaging.
- buzzing, ticking or sloshing sounds.
- obviously disguised script.
- inaccuracies in address or titles.
- small holes, protruding wires, string or metal foil.
- excessive wrapping, binding and tying materials.
- lopsided, soft spots, bulges or irregularly shaped letters or packages.
- indecipherable or lack of return address.

- **Bomb Threat Callers** send warnings of possible bombs for a variety of reasons: to make a statement, to create panic or disrupt normal business, to get free publicity for a cause, or because they know of a threat and want to alert people to evacuate the building. Rarely does the caller want to injure people; if that were the case, then they would not bother to inform anyone of the bomb.

A bomb threat may be delivered over the telephone (most common), through the mail, by messenger, on a note left in a public place, or even on your computer screen. While statistically most bomb threats turn out to be hoaxes, they must all be taken seriously.

In the case of a bomb threat, the immediate notification of building occupants or a complete evacuation of the building is not always the safest way to handle the situation. The confusion and panic associated with a bomb threat may pose greater dangers than the threat itself - if it turns out to be a hoax. A calm and methodical search of the premises is the safest way to determine if the danger is real and if evacuation is necessary.

- **_____Receiving a Bomb Threat**

The majority of threats are made by telephone. If you should receive the call, remain calm and concentrate on the exact wording used in the message. Focus your attention on the call. Details are invaluable in evaluating the threat. In addition, after the threat has been resolved, the investigators will benefit from as much detail as you can provide. Follow these guidelines:

- **Staff**

- Remain calm and try to keep the caller on the line.
- Obtain as much information as possible-listen carefully, write down actual words spoken, listen for background sounds and characteristics of caller's voice/speech. Complete *Bomb Threat Telephone Procedures* worksheet. KEEP THIS FORM BY YOUR TELEPHONE AT ALL TIMES.
- Try to signal a co-worker to notify the manager/supervisor.
- Write down why and how the threat is to be carried out.
- Write down if the threat is to be carried out against a specific individual.
- Immediately advise your manager/supervisor.
- Notify Building Security @_____. Security will notify the Police Department.
- Wait calmly for further instructions from Security or Building Management
- If the receptionist receives the call, they should notify the Office Manager. Do not mention the call to anyone else.

- **Coordinators/Managers**
 - Report the bomb threat to the police and instigate evacuation procedures. Refer to General Evacuation & Relocation Procedures document. (P. **)
 - Notify Administrator or Executive Assistance, Administrator and MIS.

Bomb Searches

- You know your work area better than anyone else. What may appear common place to you may seem out of place to an “outsider” and vice versa. For this reason, Security will often ask occupants to search their own work spaces and /or office suites.
- Follow the guidelines below; search your own work area if instructed to do so. Verify that your immediate work station or office suite does not contain foreign unidentified, or suspicious object(s).
- Carefully search a co-worker’s space if he/she is absent.
- Take personal belongings with you if and when you evacuate. They may cause unnecessary wasted searching efforts.

Important Points to Remember while Searching

- If asked to search your area, please follow these guidelines, and remember that your safety comes first - do not take unnecessary risks!
 - Be suspicious of anyone unfamiliar loitering in the area or showing overt curiosity.
 - Begin at one end of your work area and search methodically to the other end. Search every location. Remember that devices are most readily concealed in areas that have the easiest access.
 - Look for anything unusual or out of place.
 - Look high and low, not just at eye level. For instance, search an area on three levels:
 - floor to knees;
 - knees to shoulders;
 - shoulders to ceiling.

- Pay particular attention to the following areas:
 - Trash receptacles
 - Fire extinguishers
 - Food service areas
 - Closets, hallways, and passageways
 - Any areas readily accessible to the public.
- If you should encounter a suspicious-looking package or a questionable item, **DO NOT TOUCH IT!** Try to establish ownership of the item in question. If no one claims it, then there is a good chance that it does not belong there. Alert others in the immediate area report it to your Office Manager or Coordinators and follow his/her instructions.
- Immediately report the results of your search to the appropriate party.

BOMB THREAT TELEPHONE PROCEDURES FORM

Try to calmly ask the following questions:

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind/size of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your **name**?

TRY TO DETERMINE THE FOLLOWING:

(Circle all that apply)

CALLER'S VOICE:			BACKGROUND SOUNDS:		
Calm	Angry/Loud	Soft/Slow	Street Noise	Booth	Café
Rapid/Crying	Laughing	Excited	Voices	PA System	Music
Normal	Distinct	Slurred	House Noises	Motor	Animal Noises
Stuttering	Whispering	Nasal	Office	Clear	Static
High-pitched	Deep	Accent	Long Distance	Local	Factory Machinery
Disguised	Clearing throat	Raspy	Other _____		
Breathing	Cracking		<u>THREAT LANGUAGE:</u>		
Familiar Voice	Unfamiliar Voice		Well-spoken	Foul Language	Incoherent
If familiar, who did it sound like?			Rational	Righteous	
			Good Grammar	Choice of Words	Taped
Write as much of the message from the caller as possible (use back of this form if you need.)					

IN-PERSON BOMB THREAT

- **____ Employee**

- Ask the person where the bomb is located and when it is set to detonate.
- Immediately leave the area and inform the manager/supervisor.

- **Coordinators/Managers**

- Report the bomb to the police and begin evacuation procedures.
- Notify Administrator or Executive Assistance and MIS.

DISCOVERY OF SUSPICIOUS PACKAGE

- **Employee**

- Secure and evacuate the immediate area.
- Do not touch, move or jar the object.
- Notify your manager/supervisor.
- Do not use portable radio transmission, or make radio transmissions within 50 feet of the suspected object.
- Do not accept identification markings as legitimate.

- **____ Coordinators/Managers**

- Report the bomb threat to the police and instigate evacuation procedures.
- Notify Administrator or Executive Assistance and MIS.

REPORTING AND EVACUATION PROCEDURE **FOR ALL BOMB THREATS**

- **_____Employee**

- Remain calm and follow instructions from your floor Coordinators.
- Remove personal property i.e. purses, bags, etc.
- Unlock drawers, cabinets, etc. to facilitate the work of the search team.
- Evacuate to the designated area using the fire drill procedures.
- Return to the building only when your floor Coordinators and the police declare that the situation is safe.

- **Coordinators/Managers**

- _____○ Contact the police and /or other emergency services and advise of details. Follow any instruction given by the police.
- Decide whether to evacuate the building.
- When the decision is made to evacuate, pull the fire alarm to evacuate everyone from the building. Meet in a prearranged location at a safe distance from the building.
- Take and record staff roll call and report any missing persons to the police.
- Do not allow staff to return to the building until the police advise you that the threat is over.

AFTER A BOMB THREAT INCIDENT

- **_____Coordinators/Managers**

- _____○ Ensure affected employees are advised to contact their insurance if they feel they require counseling and /or support.
- If bomb threat came from a client, put a warning in the file, and advise the police.
- Notify Administrator or Executive Assistant, Office Manager, and MIS.

CIVIL UNREST/TERRORISM/INCIDENTS

CIVIL DISTURBANCES

- Employee
 - Use good judgment, remain calm and stay on your floor unless you are in an unsafe position or are instructed to leave.
 - Secure all valuable materials in a safe place.
 - Cooperate with colleagues and safety personnel. Certain services may be limited during an emergency.
 - Access to certain areas may be restricted. Withdraw from the area until it is safe to enter. Your safety should be your primary concern.

- Coordinators
 - Upon receiving notification that civil disturbance threatens, contact the Building Management/Security Personnel and provide the following information:
 - Exact location of the disturbance/crowd involved in disturbance.
 - Approximate number of crowd.
 - Crowd's current activity.
 - Your name.
 - Notify Administrator or Executive Assistant, and Office Manager.
 - Notify staff and clients about the civil disturbance. Assign to execute the following emergency procedures for safety and protection of personnel and tenant assets:
 - Lock all doors. Have a Coordinator stand by the door to allow authorized personnel only to enter or leave.
 - Lock, or have someone standby to lock all sensitive areas as appropriate,

(e.g. office doors, mail rooms, storerooms, desks, file cabinets, and vaults, etc.) to protect assets.

- Stay out of corridors. Stay away from windows through which objects may be thrown.
- Staff will avoid contact with demonstrators and try not to make any comments or statements to further anger demonstrators.
- Elevator service will be reduced, or cut off completely to prevent demonstrators from going up into the building.
- Avoid walking through the lobby area while the demonstrators present a threat to break and shatter ground level window.

- Periodically Advise Staff of the Situation

- If the crowd has invaded the building and are on your floor, do the following:
 - Immediately contact the Building Management/Security Personnel, and staff.
 - Lock all doors.
 - If demonstrators invade your floor(s) and office, make notes of all rooms and areas invaded by demonstrators to facilitate a later search for suspicious items.
 - When the demonstrators leave, or are removed by the police and the civil disturbance is no longer threatening the building, contact the Building Management/Security Personnel and the Administrator or Executive Assistance.
 - If the demonstrators invaded your floors or office, list the areas that were invaded.
 - Initiate a quick search of your invaded areas for any items that are unusual or foreign to the normal environment.
 - Notify employees if it is unsafe to leave the building.
 - If applicable, follow procedures for hazardous materials emergencies.

FIRE EMERGENCY PROCEDURES

WHAT TO DO IF YOU SEE FIRE

- Employee
 - Activate the nearest fire alarm pull station located (See attachment).
 - Notify Emergency Response Team.

- Coordinators
 - Call 911. Report your exact location (floor/office #) and type of fire. Give your name and phone number - DO NOT hang up until the operator tells you to do so.
 - The person reporting the fire will provide the following information:
 - Company name.
 - Address.
 - What is burning (machine, paper, office, etc.)
 - Location of fire (roof, plant, office, etc.)
 - Type of fire (electrical, liquid, etc.)
 - Warn others in the immediate area.
 - Call Security at _____.
 - Begin evacuation procedures using the designated route.
 - Close all doors and windows in the fire area, ONLY if this can be done safely.
 - Use an extinguisher only if the fire is small and it is safe to do so. A minimum of two persons is required to fight a fire. To ensure employee safety, this is to be done only during the early stages of the fire.
 - Move office occupants to the designed exit.
Coordinate efforts of all team members and ensure complete evacuation.
 - Report the floor status to Building and Fire Personnel.

- Use caution when you approach a closed door - there may be fire behind it.
 - Carefully check for heat with the back of your hand by lightly touching the doorframe near the top, and then check the doorknob. DO NOT open hot doors- go to an alternate exit.
 - If the door is cool to the touch, brace yourself and open it slowly. You may need to shut it quickly if you encounter flames or smoke.
 - If you find yourself faced with an area filled with smoke, enter carefully and close the door behind you.
 - If you encounter heavy smoke, drop to your hands and knees and keep your face near the floor. If water is available, dampen a cloth and breathe through it to reduce smoke inhalation.
 - Follow the wall to nearest exit and leave the building.
- Call Administrator or Executive Assistant, Office Manager and MIS.
- Searchers
 - Search all offices to make sure everyone is out. Check all enclosed spaces such as closets and kitchens. Tag all closed doors to indicate that they are vacant.
- Disabled Persons Assistance:
 - Accompany any person requiring assistance to the designated relocation area. If the individual is unable to leave, stay with the individual and send another person to inform Safety Personnel of the situation. A firefighter will assist in evacuating the individual.

What to do if you are trapped in the building

- Stay Calm. If safe, proceed to a room with an outside window and stay there.
- If there is a working telephone in the room, dial 911 and tell the dispatcher exactly where you are, even if you see fire trucks.
- To help rescuers find you, stay where they can see you and wave something bright and light-colored to attract their attention.
- To keep smoke out of your area, stuff the cracks around the door and cover the ventilators with clothing, towels or newspapers.

- If water is available, dampen a cloth and breathe through it to reduce smoke inhalation.
- Rescuers will begin with those who are in the most immediate danger, so your rescue may take time. Above all, think before you act and be patient until help arrives.

What To Do If You Hear The Fire Alarm

- Begin evacuation procedures.
- Notify Administrator or Executive Assistant, Office Manager, and MIS.

What To Do If You Smell Smoke

- Call the Building Management @ _____ or Security @ _____.
- Notify Administrator or Executive Assistant, and Office Manager.

How & When To Use Fire Extinguishers

- Dry chemical fire extinguishers are effective on all types of small fires. Extinguishers are generally located near kitchens, copy rooms, or restrooms.
- Extinguishers should only be used on small fires (wastebasket-sized). If the fire is discovered while it is still small enough to be contained, take the extinguisher, stand back 8 - 10 feet from the fire and follow the PASS SYSTEM:
 - **PULL** the retaining pin.
 - **AIM** the nozzle at the base of the flames.
 - **SQUEEZE** the handle completely to discharge the dry chemical on the fire.
 - **SWEEP** the nozzle from side to side. Go slightly beyond the fire area with each pass. Once the fire is out, wait before leaving the area. If the fire re-ignites, you may need to make another application.
- Fire extinguishers can generate a great amount of smoke when used, so be careful - smoke contains noxious fumes. Since smoke inhalation is the major cause of fire deaths, cover your mouth and nose with a wet cloth whenever possible.

If it is not feasible to use an extinguisher, begin evacuation procedures at once. Close doors behind you to contain the fire.

FIRE PREVENTION

- **COMMON -SENSE FIRE PREVENTION**

- Do not let paper accumulate in your office or in storage areas. Pay special attention to housekeeping in areas where discarded paper accumulates, such as storage areas, copy rooms, or kitchens.
- Make sure electrical cords are in good condition. Inspect them periodically and replace them, or report frayed cords to the Building Management. Do not bypass grounded plugs.
- Use surge-protected power strips in place of extension cords.
- Store all flammable liquids in a cool, safe location. Do not store large quantities of flammable solvents.
- To insure ease of evacuation in an emergency, keep all hallways and stairwell exits free of boxes and trash.
- Blocking fire doors open is a direct violation of the Fire Code and will allow smoke and fire to spread throughout the floor. Do not open fire doors at any time.
- Make sure all electrical equipment is turned off before you leave at the end of the day. This includes *coffee pots, fans, and heaters*.
- Use care when using microwave ovens to prevent burning food or contents.

- **FIRE DRILLS**

- The Building Management or Office will schedule practice drills at least once a year. The Office Managers are responsible for conducting, documenting, and preparing a critique of each fire drill held.

- **COORDINATOR RESPONSIBILITIES**

- Review the “Fire Emergency Procedures” chapter of this manual with other occupants and make sure that all functions and responsibilities are carried out during the drill.
- Check individual and team response to the fire area and verify status of occupants.
- Communicate issues or problems to Building Management.

HAZARDOUS MATERIALS RELEASES

Hazardous Materials Releases occur without warning. The person who initially discovers the release or spill should immediately notify the Disaster Response Team. Give detailed information. After the Fire Department makes an assessment of the situation, they will instruct occupants of any actions required to ensure their personal safety. The location and degree of severity of the incident will help determine the appropriate actions to be taken.

Building Management and the Fire Department will evaluate the incident, and will determine the appropriate action to be taken by persons in the immediate area. Several factors - such as the wind speed and direction, time of day, and effects of weather - will determine the need for evacuation or other corrective actions. All decisions regarding the safety responses will originate from the Building Management, and the Fire Department.

What to Do if You Suspect a Hazardous Materials Release

- **Employee**
 - Notify a member of the Disaster Response Team.
- **Coordinators**
 - Notify Building Management and LAFMC Administrator or Executive Assistant..
 - Report the information about the incident. Give your name, the exact location of the material released, and your telephone number. Report any injuries. Identify the source, quantity, and nature (liquid, powder, gaseous) of materials involved, if know. Describe the effects of the spill or release (i.e. - the activity of the hazardous material; if it is being dispersed and where; noxious fumes; etc.)
 - Assist injured or contaminated persons. Remove them from the area if safe to do so.
 - Evacuate the immediate area if necessary and keep others away. If fumes are being produced, restrict access to the area. Move away from the hazard and take your personal belongings. Do not enter a restricted area to retrieve your **belongings**.
 - Avoid spreading contamination.
 - Rumors are dangerous. Speak only the facts you know. Emphasize the positive aspects. Your attitude will affect the attitudes of those around you.

- Stay clear of arriving emergency vehicles and personnel. Make yourself available for questioning by Building Management and carefully document all details immediately.

What to do if a Person is Contaminated by a Chemical

- Remove all contaminated clothing.
- Flush skin or eyes with cool water immediately for 15-30 minutes. If available use showers.
- Call 911 for immediate medical attention.
- Notify Building Management and LAFMC Administrator or Executive Assistant, and Office Manager.

What to Do if You Are Told to Shelter-In-Place (Outdoor Release)

In the event of a short-term chemical release outside of the building, the prudent course of action is to remain inside. Do NOT exit the building. Follow these guidelines.

- Listen to and follow all instructions.
- Turn off all fans and HVAC systems.
- Building Management and the Fire Department will control building entry and exit points. Do not enter stairwells or open exterior.
- Close all exterior office doors and move to interior offices and common corridors.
- Seal all gaps under office doors and vents with wet towels or tape.
- If you smell fumes, breathe through wet towels.
- Conduct a head count, assess the need for medical assistance and provide a status report to Building Management, Office Manager and LAFMC Administrator or Executive Assistant.

MEDICAL EMERGENCIES

- **Employee**

- Stay Calm and determine the nature of the medical emergency.
- Administer first aid to the degree you are trained.
- Notify Coordinator.

- **Coordinators**

- **DIAL 911**
- Identify yourself and your exact location, including the floor and office number.
- Describe the nature of the emergency. Take note of any bracelets identifying a medical condition.
- Call Security at _____ they can lead medical personnel to the exact location.
- Advise fellow employees of the emergency and request assistance. Secure the belongings of the patient.
- Administer first aid to the degree you are trained.
- Make sure someone stays with the patient. Do not move the patient!

For medical emergencies involving **CARDIAC ARREST (or suspected heart attacks or unconscious/unresponsive persons):**

- Call Security @ _____, and ask that they deliver the defibrillator, if available, to your exact location.
- If Security is not responding, call building management @ _____
Or send someone to retrieve the defibrillator, if available.
- Instruct a co-worker to find a trained CPR rescuer.
- Call LAF Administrator or Executive Assistant, and the Office Manager to report the incident.

POWER FAILURE

Should a power failure occur, it will typically affect either an isolated area of the building or some larger portion of the surrounding geographic area (a blackout or brownout).

All public areas are equipped with exit signs and emergency lights.

- **Employee**

- Raise window blinds to let in outside light.
- Check to see if the situation you are experiencing is shared by your neighbors
- _____ Turn off and disconnect all electrical appliances/equipment and lights to prevent damage if there is a power surge once electricity resumes.
- _____ Stay where you are unless told to evacuate. Do not congregate in lobby area or in the street.
- _____ If you are trapped in an elevator during a power failure, wait for assistance. The elevator will cease operation. Do not force open the doors or try to escape through the roof hatch. Do not panic.

- **Coordinators**

- If your phones are in working order, contact Building Management, LAF Administrator or Executive Assistant, Office Manager, and MIS Director.
- Report all injuries promptly and seek proper medical attention without delay.
- Building Management will advise you as soon as possible regarding the duration and cause of the power failure.

SEVERE THUNDERSTORMS

THE NATIONAL WEATHER SERVICE will issue advisories predicting areas of severe thunderstorm activity.

- **Employee**

- If you are in the building, STAY INSIDE, do NOT evacuate.
- If you are outside, head for cover. Move to an area away from trees, power lines, and roadways.
- Keep away from windows and the exterior of the building. Move to the center of the building, the elevator lobby, bathrooms or interior offices.

- **Coordinators**

- Report any damage, safety hazards or injuries to Building Management, and LAF Administrator.

TORNADOS/STRONG WINDS

THE NATIONAL WEATHER SERVICE will issue a tornado warning confirming a tornado sighting and location. The Weather Service will announce the approximate time of detection and direction of movement. Wind will be in excess of 75 miles per hour.

- **Employee**

- If you are in a building, STAY INSIDE, do NOT evacuate.
- Vacate perimeter offices and areas and close doors (do not lock) to all perimeter areas.
- Seek shelter in the interior corridor area on your floor, away from windows and glass. The greatest danger will be from glass and other airborne objects.
- Cover should be taken under table, desks or other such objects that will offer protection against flying glass and debris.
- In an emergency, for maximum protection, kneel protecting your head.
- Do not leave the building unless emergency personnel authorize evacuation.
- Do not use the elevators.
- Keep your radio or television set tuned to a local station for information.
- Do not use the telephone to get information or advice.

- **Coordinators**

- Check for people who may have not heard the alarm in restrooms and especially noisy areas (e.g. copy rooms, computer rooms). Provide assistance to disabled personnel or others who may need help.
- Confirm that all personnel have left the work areas, closed (but not locked) doors behind them, and assembled or relocated calmly.
- Do not allow or advise personnel to return to their work areas or offices until so advised by the Building Security or Management.
- Once the weather has subsided, report any damage or storm related leaks to the Building Management and LAF Administrator or Executive Assistant, and Office Manager.

WORKPLACE VIOLENCE

Workplace violence can take many forms. Learn to identify the specific behavior that should be reported to your supervisor:

- Any behavior that is physically threatening to yourself or another person.
- Behavior or actions that a reasonable person would interpret as potentially violent (Verbal threats, throwing objects, waving fists, destruction of personal property).
- Any substantial threat to harm another person, destroy property, or in any way endanger the safety of employees.
- Behavior that might signal emotional distress and potential violence (severe mood swings, impulsive or intimidating behavior, yelling).

If a person's behavior becomes inappropriate:

- If you feel you are in imminent personal danger, leave the area if possible.

DIAL - 911

- Notify Office Manager or Supervisory Attorney.

If a person enters your work area with a weapon:

- Go into the nearest room, out of sight of the shooter, and lock doors.
- Hide under your desk or in a far corner of your office.
- Keep still - stay silent and listen.

DIAL - 911

- Stay in your hiding place and listen for instructions or rescuer.

Common-sense rules in a dangerous situation:

- Trust your instincts. If you are afraid, you probably have a good reason.
- Take all threats seriously.
- Try to create physical space between you and the person threatening you.

Workplace Violence: Contacting the Police

Staff should call the police when they have reason or have reasonable cause to believe they are at risk of harm. Employees or Office Manager must call the police if a criminal act has taken place. The criminal offenses of threatening, causing a disturbance, or assault may have been carried out even without physical contact. This could include telephone, written, or personal threats inside or outside.

- **Employee**

- Determine if the police should be called. If so, contact the police as soon as practical. If the situation is urgent *i.e.* police intervention is required, call **911 local emergency number**.
- Remain calm and give the following information:
 - your name
 - office address
 - office phone number
- Describe the nature of the incident. Respond carefully and factually to any questions asked.
- Do not hang up until the police tell you to do so.

Providing Incident Details to the Police

- **Office Manager**

- Start the incident investigation by obtaining witness statements instruct employee(s) involved to complete a Violent Incident Report.
- Debrief/advise other staff as require.

Staff should give the police information describing the event but be careful to protect privileged information and preserve client confidentiality. If you have any doubt about providing an item of information, advise the police that you must first consult a supervisor.

- **Employee**

- When directed, document the incident in writing for the police including the following information:
 - WHO - describe person(s) involved (give names if known)

- WHAT - describe incident what happened
 - WHEN - time, date
 - WHERE - location of incident
 - WHY - aggravating factor(s)? Motive/ provocation?
 - HOW - warning signs leading up to incident weapons used
 - YOU - what you were doing, what you saw, what you did...
- Document any verbal statements made by the suspect(s) and made by affected employees immediately after the incident.
 - Describe any vehicles used and direction of travel.
 - Ensure any notes, letter, documents or other items handled by the suspects(s) are touched or handled as little as possible.

TELEPHONE ABUSE/THREAT

● **Employee**

- Interrupt the conversation firmly, but politely, and advise the caller that you will terminate the call unless they refrain from abusive/threatening language.
- If the abuse/threat persist, terminate the call. Advise your office manager and reception of caller's name and the Kemps' number or other relevant details.
- If the caller was being abusive and did not make a specific threat, assess whether the abuse made you feel threatened. If you feel threatened advise your office manager.
- If the caller made a threat again you, other staff, or a person or agency outside LAF, you should advise the office manager.
- Document as much detail as possible in the report *i.e.* exact wording of the conversation, time, date, our location, name of caller (if known), describe voice, background sounds, other relevant details.
- If the caller calls back, interrupt the conversation firmly but politely, and advise the caller that you will transfer the call to your office manager or supervisor.
- Put the caller on hold, contact your office manager or supervisor, and advise your office manager or supervisor of the caller and other necessary details.
- Transfer the call to your office manager or supervisor.

- **Manager/Supervisor**

- Deal with the caller. Take appropriate action to resolve any misunderstanding and reinforce with the caller that abusive/threatening language or behavior toward employees will not be tolerated.
- If the caller is a client, put a note on the file.
- Remember that an abusive/threatening caller can be charged with “criminal harassment” if an employee is targeted repeatedly.
- Debrief/advise other staff as require.

WORKPLACE VIOLENCE: WRITTEN THREATS

- **Employee**

- Handle the paper, envelope, or package as little as possible - paper can be dusted for finger prints. Keep all related items as evidence. *If this is a bomb threat see procedures for a Bomb Threat on page 25.*
- Place all papers, etc. in a bag or envelope.
- Immediately report the threat to your office manager or supervisor.
- Complete a report as soon as possible and forward to the office manager.

- **Manager/Supervisor**

- Report incident to local police.
- If the caller is a client, put a note on the file.
- Follow up on police case.
- Debrief/advise other staff as required.

WORKPLACE VIOLENCE: IN-PERSON ABUSE/THREATS

- **Employee**

- Interrupt the conversation firmly but politely, advise the individual that you will not accept abusive treatment, and that if necessary, you will terminate the conversation and ask the individual to leave the building.
- Maintain a safe distance between yourself and the individual.
- If the behavior persists, terminate the conversation and ask the person to leave the building. Have the office manager monitor the individual as they leave.
- If the person was being abusive and did not make a specific threat, assess whether the abuse made you feel threatened. If you did feel threatened, speak with your office manager.
- If the person made a threat against you, other staff or a person or agency outside, speak with your office manager/supervisor.
- If the individual does not leave, assess whether they pose a physical threat, remove yourself from the situation and advise your office manager of the situation.
- If you determine that the individual poses a physical threat, do not return to the meeting area.

- **Manager/Supervisor**

- Assess degree of threat.
- Clear staff from the immediate area and determine whether you can safely diffuse the situation.
- If the situation can not be safely diffused, determine whether the police should be called.
- Complete an incident report.
- Debrief/advise other staff as required.

WORKPLACE VIOLENCE: PHYSICAL ASSAULT

- **Employee**

- Protect yourself. Make lots of noise - shout for help, ring panic alarm, set off personal safety alarm. Use an excuse to leave the area to go to a safer area. Do not retaliate beyond self defense.
- Once you are in a safer area, **CALL THE OFFICE MANAGER OR RECEPTIONIST**, (who will notify the office manager) or ask a witness to notify the Receptionist.
- Obtain medical attention as soon as possible and contact the Employee Assistance Program (EAP) if required.
- Report physical assault to office manager /supervisor.
- When able, complete a written report for the office manager.

- **Manger/Supervisor**

- Ensure the assaulted employee and all other staff are safe from physical harm.
- Report the incident to the police if they have not already been called.
- Ensure the assaulted employee receives any necessary medical attention and offer the services of the EAP. Offer EAP services to any other staff affected by the incident or who witnessed the assault.
- Complete a report and forward to the Administrator.
- Debrief/advise other staff as required.
- If the individual is a client add a “caution note” to the Kemps’ notes.

WORKPLACE VIOLENCE: PERSONS CARRYING LETHAL WEAPONS

- Employee
 - If you encounter a person carrying a lethal weapon, make every effort to avoid arousing hostility - COOPERATE FULLY!
 - Notify your office manager/supervisor.
- **Manager/Supervisor**
 - Assess the situation. Notify all staff to clear the area and to escort clients to a safer area.
 - Do not attempt to disarm the suspect or put your self in danger.
 - If the suspect does not appear threatening, advise them that weapons are not permitted on LAF premises, and that the police will be called if they do not remove the weapon from the building.
 - **CALL 911 OR LOCAL POLICE** if the suspect does not comply. Place the call immediately, if it can be done without antagonizing the individual. Otherwise, contact police once the individual leaves the building.
 - Provide the police with the following information:
 - appearance
 - attitude
 - speech
 - behavior
 - dress
 - companions
 - mode of transportation/direction of travel if known
 - name if known
 - The police will position themselves outside the premises, but will not enter until the suspect leaves due to the risk of creating a hostage-taking situation.
 - Complete a report and forward to the Administrator.
 - Debrief/advise other staff as required.
 - If the individual is a client, add a “caution note” to the Kemps.

DEMONSTRATIONS/PROTESTERS

- **Employee**

This does not apply to any union picket lines.

- Ignore protesters/pickets as you cross the line. Avoid eye contact.
- If you are obstructed from entering, leave the area.
- Phone the office manager to obtain assistance to return to work.
- Complete an incident report for the manager.

- **Manager/Supervisor**

- Evaluate the situation from the details provided by the employee involved.
- Contact the police for assistance if required.
- Advise the Administrator or Executive Assistant, And Office Manager.,.

SUICIDE THREATS

GENERAL INFORMATION

- All threats of suicide must be taken seriously.
 - When a threat is received on LAF premises, staff must take steps toward prevention of the act and ensure that the individual making the threat is provided with the necessary assistance.
 - The role of LAF staff in most cases will be to alert the appropriate individuals and agencies who can assist the person making the threat.
 - If the threat of a suicide attempt on LAF premises appears immediate, treat the situation as an emergency and **CALL 911 OR LOCAL POLICE.**
 - **If the threat of a suicide attempt is made to you over the phone, tell the client that you are concerned about what they are saying. Try to keep the client on the phone until the client agrees to end the conversation and call you back later. When the call is over, or if the client hangs up suddenly, speak to your supervisor without delay.**
 - It is recognized that the individual's physician and/or other community professionals are responsible for further follow-up.
- **Employee**
 - If the person making the threat is on LAF premises, speak calmly and attempt to diffuse the situation.
 - Notify your office manager or supervisor of the threat, or signal a co-worker to do so.
 - Complete an Incident Report and forward to the office manager.
 - **Manager/Supervisor**
 - Assess the situation and determine if it is necessary to call the police and/or ambulance service.
 - If you are able to diffuse the situation, notify the individual's personal physician if you can obtain that information. Put the individual in contact with local community resources.

HOSTAGE TAKING INCIDENT

GENERAL INFORMATION

- LAF staff should not disclose plans, family matters, or business activities, or discuss that of other employees with clients.
- Offices where interviews are conducted should not display family mementos or photographs.
- In the event of a hostage-taking incident on LAF premises, all employees must be prepared and familiar with the basic procedures to increase the potential for a positive resolution of the incident.

● **Employee**

- The first employee to identify the situation should secure the area i.e. isolate the incident.
- Notify your office manager or supervisor.

● **Manager/Supervisor**

- **CALL 911 or LOCAL POLICE.**
- Hostage negotiations are to be handled by the police and trained personnel. If you must enter into negotiations with the hostage taker until the police arrive, use the following techniques.
 - all demands must be met with “I’ll do my best” - never say no.
 - do not provide any alcohol, drugs, chemicals or medication to any party involved.
 - try to regain control of the situation through peaceful means *i.e.* discussion.
 - contact other staff who may be familiar with the people involved because they may have some influence.
 - the police must take the lead in any decision-making processes.

Hostage-Taking Incident (cont.)

GUIDELINES for HOSTAGES

- Do everything the captor tells you.
- Be especially careful during the first 10 to 15 minutes - the captor is probably as desperate and jumpy as the hostages.
- Accept your situation and be prepared to wait. Observe everything you see to hear. Memorize the number of captors, their descriptions and conversations, types of weapons, etc. Try to remember the number and identities of other hostages - if you are released your recollection of the captors and any remaining hostages will be valuable.
- Speak only when spoken to try to be polite, but not phony. Never make wise cracks.
- Try not to show your emotions - hostage-takers like to play on fear and emotional weakness.
- Sit down if you can and try to rest. Try to sleep if the situation goes on for a long time.
- Do not make suggestions to your captors - if it does not go as planned they may think you were trying to trick them intentionally.
- Inform your captors if you require medication.
- If you are permitted to speak on the telephone be prepared to answer “yes” or “no” to any police questions.
- Do not turn your back on your captors unless told to do so - people are less likely to harm others when they are looking at them. Do not stare.
- Be patient. The police will be doing everything they can to rescue you unharmed as soon as possible.
- If you are released, speak with the police at the first safe opportunity. Make accurate notes of all information as soon as possible.
- Provide the police with straightforward answers to their questions and answer only what you know - do not exaggerate.

EXHIBIT B - PHONE TREE SAMPLE

LOCAL OFFICE EMERGENCY PHONE TREE

OFFICE ADDRESS: _____

Main Number: _____

Designated Caller #1: (name) _____

Designated Caller #2: (name) _____

Designated Caller # 1: (name) calls the following staff members:

NAME	Home Number	Cellular Number
Designated Caller #2 *		

Designated Caller #2 (name) calls the following staff members:

NAME	Home Number	Cellular Number
Designated Caller #1 *		

* Designated callers should call each other to confirm completion of assigned calls.

EXHIBIT C - OFFICE HOSPITAL LIST

(SAMPLE)

Advocate Bethany
3435 W. Van Buren
(773) 265-7700

Mt. Sinai Hospital
California & 15th Street
(773) 542-2000

Rush-Presbyterian - St. Luke
1653 West Congress Parkway
(312) 942-5000

Stroger Cook County
1835 W. Harrison
(312) 864-6000

University of Illinois @ Chicago
1740 W. Taylor
(312) 996-7000